

Health Home Learning Collaborative

Services and Supports

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This Training is a Collaborative Effort Between the Managed Care Organizations and Iowa Medicaid Enterprise

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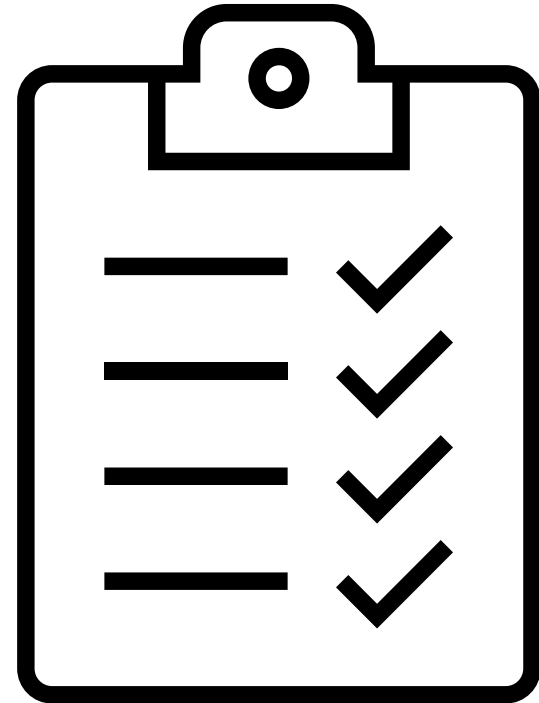
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Learning Objectives

- Review how to assist members in accessing other Medicaid services (e.g., Home health, durable medical equipment (DME), vision, hearing, dental, transportation), housing options, community resources, and for members transitioning out of Medicaid, identifying supports and resources.
- Discussions with other Health Homes
 - What services and supports are accessed in your community?
 - What services and supports are needed in your community?
 - How do your members access those services and supports?
 - How do you assist members with access to those services and supports?
 - How do you assist members with access to other Medicaid services?

Accessing Other Medicaid Services

- Dental Benefits
- Vision Benefits
- Chronic Condition Health Home
- Home Health Services
- Durable Medical Equipment
- Assertive Community Treatment (ACT)
- Substance Abuse Services
- Behavioral Health Intervention Services (BHIS)
- Psychiatric Medical Institute for Children (PMIC)
- Applied Behavioral Analysis (ABA)



Iowa Medicaid Dental Benefits



- Dental Wellness Plan
- Dental Wellness Plan-Kids
- Two Plan Carrier Options
 - Delta Dental
 - MCNA Dental
- Both carriers offer the same dental benefit coverage but have their own network of providers

Iowa Medicaid Vision Benefits

- Amerigroup: Superior Vision
- Iowa Total Care: Evolve Vision

	Medicaid Vision Benefits	Hawki Vision Benefits	Iowa Health and Wellness Plan Vision Benefits
Covered Services			
Medical	Yes (Primary Eye Care Services)	Yes (Primary Eye Care Services)	Yes (Primary Eye Care Services)
Routine Eye Health	Yes	Yes	Yes
Materials (Frames and Lenses)	Yes	Yes (\$100 retail allowance for materials)	Not Covered; except for members 19 and 20 years old
Contacts	Yes	Yes (\$100 retail allowance for materials)	Not Covered; except for members 19 and 20 years old
Replacements	Yes	Not Covered	Not Covered; except for members 19 and 20 years old

Chronic Condition Health Home

- The CCHH Team
 - Team may include physicians, nurses and health coaches
 - Provide case management services for members with chronic conditions to engage them in their health care and coordinate services to improve health outcomes.
 - To enroll in a CCHH, A member must have two chronic conditions or one chronic condition and are at risk for a second chronic condition.
 - Provide the 6 Health Home Core Services



Home Health Care

- Wide range of health care services that are provided in the member's home
- Home Health Care would be ordered by the member's physician and prior authorization is required for both Amerigroup and Iowa Total Care
- Care may include but not limited to the following: checking blood pressure, medication monitoring/support, safety checks to your home, teaching about care
- Skilled Home Health Services can include wound care, patient/caregiver education, injections, nutrition assistance etc.
- Home Health Aide could provide personal care services such as assistance with bathing, toileting and dressing.

Durable Medical Equipment (DME)

Equipment that can withstand repeated use and serves a medical purpose

Prior authorization may be required and ordered by the member's physician

Types of DME may include but not limited to the following:

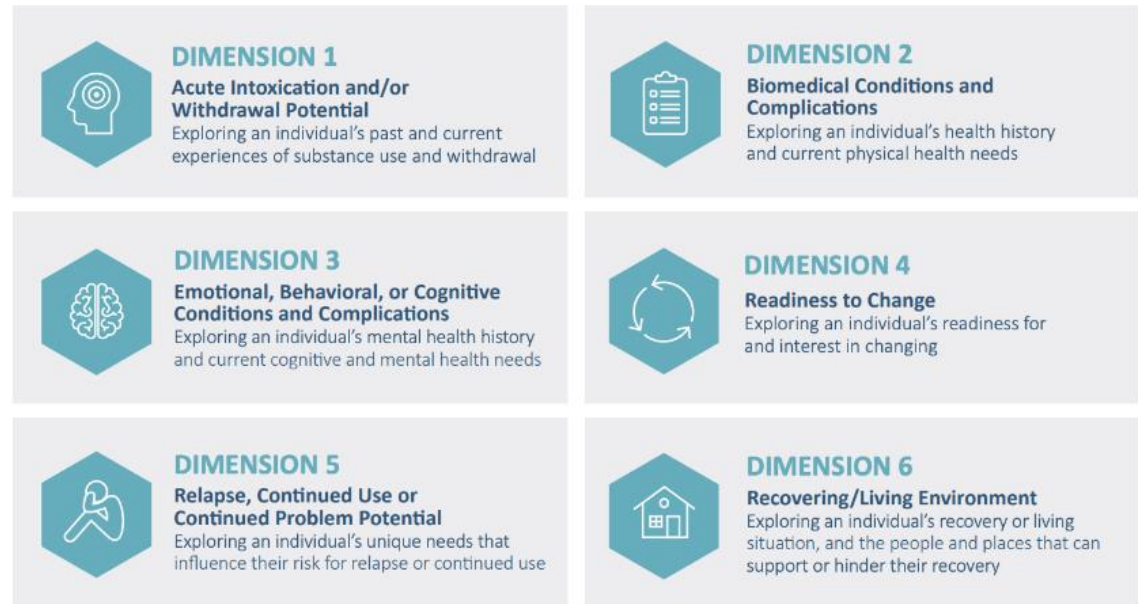
- Medication dispenser
- Shower chair/bench
- Dialysis equipment
- Heat/cold application device
- Hospital bed/accessories
- Mobility devices
- Lymphedema pump
- Oxygen
- Protective Helmet
- Seat lift chair
- Speech generating devices
- Traction equipment

Assertive Community Treatment (ACT)

- Comprehensive community based mental health services for persons with serious mental illness who have severe functional impairments
- Traditional outpatient psychiatric services have not been successful, members may have had numerous hospitalizations, history of continued homelessness
- Interventions are person centered and recovery based
- ACT teams available 24 hours/7 days a week and provide service in the member's natural environment, may visit the member's home daily if needed for medication and symptom management
- Provide assertive outreach, social skills training, medication monitoring, crisis planning and response, care coordination, peer support, community integration etc.

Substance Abuse Services - ASAM

- ASAM (American Society for Addiction Medicine)
- Six Dimensions of Multidimensional Assessment
- Criteria used as a guideline for placement and treatment options



Reference: ASAM.ORG

Substance Abuse Services

Level of Care	Description
Level 0.5 Early Intervention	<ul style="list-style-type: none"> • Outpatient • Member has positive support system • Active and willing to work on maintaining sobriety
Level 1.0 Outpatient	<ul style="list-style-type: none"> • Outpatient • 9 or less hours per week • Minimal risk for relapse • Living in the community • Stable mental health and living environment • Needs assistance with monitoring strategies and skills
Level 2.1 Intensive Outpatient (IOP)	<ul style="list-style-type: none"> • 9+ hours per week of service • May have some MH needs that would distract from programming • Engagement is variable • Some ambivalence and lack of awareness of substance use or MH needs • Higher likelihood of relapse or continued use • Require close monitoring and support • Lack structured and supportive environment
Level 2.5 Partial Hospital Program (PHP)	<ul style="list-style-type: none"> • 4+ hours per day/3+ days a week • Moderate risk of withdrawal • Poor engagement in treatment • Lack of awareness of SA/MH • Require daily, structured and intensive services • Living environment is not supportive of maintaining sobriety

Substance Abuse Services

Level of Care	Description
Level 3.1 Clinically Managed High Intensity Residential Services/Halfway House/Supervised Living	<ul style="list-style-type: none"> • Needs stable programming • Open to recovery but need daily structured living • Home environment is dangerous to recovery
Level 3.3 Clinically Managed High Intensity Residential Services	<ul style="list-style-type: none"> • 24 hour monitored facility • Medically stable • Need structure and 24-hour supervision • Treatment tailored to any potential cognitive deficits
Level 3.5 Clinically Managed High Intensity Residential Services	<ul style="list-style-type: none"> • 24 hour monitored facility • Medically stable • Need structure and 24-hour supervision • High risk of relapse
Level 3.7 Medically Monitored Intensive Inpatient Treatment	<ul style="list-style-type: none"> • Often in active detox but do not need hospital intervention – may be a free-standing detox center • Moderate severity of MH needs • Low interest in treatment • Poor impulse control • High relapse potential
Level 4.0 Medically Managed Intensive Inpatient Treatment	<ul style="list-style-type: none"> • Active detox requiring inpatient hospital management • May also have severe MH needs requiring psychiatric care

Behavioral Health Intervention Services (BHIS)

- Skill building service with the primary goal of assisting individuals and their families with managing behaviors.
- Services can be provided in individual, group and family settings.
- Services to be requested by a licensed mental health provider

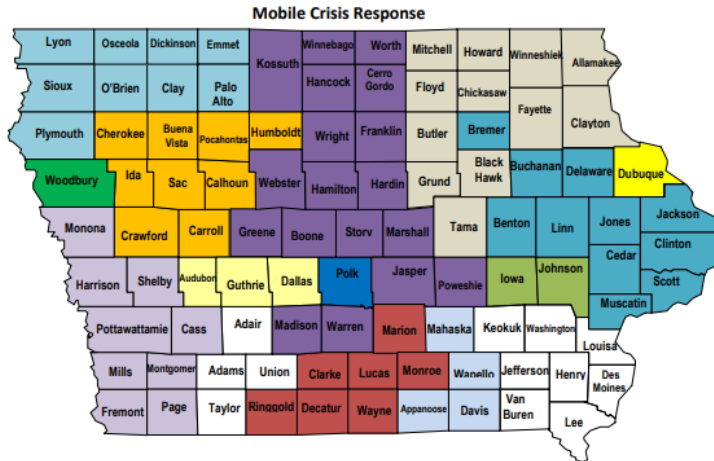
Psychiatric Medical Institute for Children (PMIC)

- Therapeutic, psychiatric residential program for children
- Treatment at a lower level of care considered or has failed
- Member's psychiatric condition requires 24-hour care
- Members may be danger to self or others, lack support for age-appropriate development or need occasional medical observation and care
- Member will receive psychiatric care, therapeutic intervention and education in the residential program

Applied Behavioral Analysis (ABA)

- “Design, implementation, and evaluation of environmental modifications, using behavioral stimuli and consequences, to produce socially significant improvement in human behavior or to prevent loss of attained skill or function, including the use of direct observation, measurement, and functional analysis of the relations between environment and behavior”
- Specific treatment for members with Autism Spectrum Disorders

Crisis Services



*Not yet accredited

Mobile Crisis Provider	Counties Served	Contact Information
Broadlawns*	Polk	911
CommUnity	Iowa, Johnson	855-800-1239
Community Health Center of Southern Iowa	Clarke, Decatur, Lucas, Marion, Monroe, Ringgold, Wayne	641-342-1742
Elevate	Allamakee, Black Hawk, Butler, Chickasaw, Clayton, Fayette, Floyd, Grundy, Howard, Mitchell, Tama, Winneshek	855-581-8111
Eyerly Ball	Boone, Cerro Gordo, Franklin, Greene, Hamilton, Hancock, Hardin, Jasper, Kossuth, Madison, Marshall, Poweshiek, Story, Warren, Webster, Winnebago, Worth, Wright	855-581-8111
Foundation 2	Cedar, Clinton, Jackson, Muscatine, Scott	844-430-0375
Heartland Family Service	Benton, Bremer, Buchanan, Delaware, Jones, Linn	855-581-8111
Hillcrest	Cass, Fremont, Harrison, Mills, Monona, Montgomery, Page, Pottawattamie, Shelby	911
Hillcrest	Dubuque	563-583-7357
Plains Area Mental Health Center	Buena Vista, Calhoun, Carroll, Cherokee, Crawford, Humboldt, Ida, Pocahontas, Sac	888-696-2896
Zion	Audubon, Dallas, Guthrie	911
Seasons Center	Clay, Dickinson, Emmet, Lyon, O'Brien, Osceola, Palo Alto, Plymouth, Sioux	844-345-4569
Siouxland Mental Health Center	Woodbury	888-696-2896
Southern Iowa Mental Health Center	Appanoose, Davis, Mahaska, Wapello	844-430-8520

MHDS 11.8.2021

Mobile Crisis

On site, face to face
mental health services
for individuals in crisis

Crisis Services



- Warm Line
- Telephone line staffed 24/7 by individuals with lived experience who provide non-judgmental, non-directive support to individual in crisis

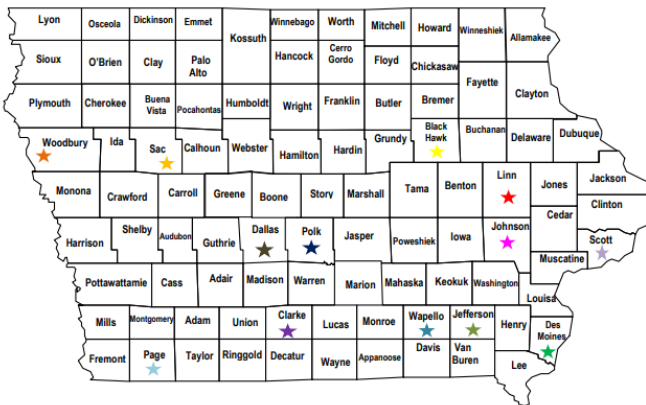
(844) 775-WARM (9276)

Crisis Services

Crisis Stabilization Residential Services

Short-term living arrangements designed to de-escalate a crisis and stabilize the individual following a mental health crisis

Crisis Stabilization Residential Services - Adult

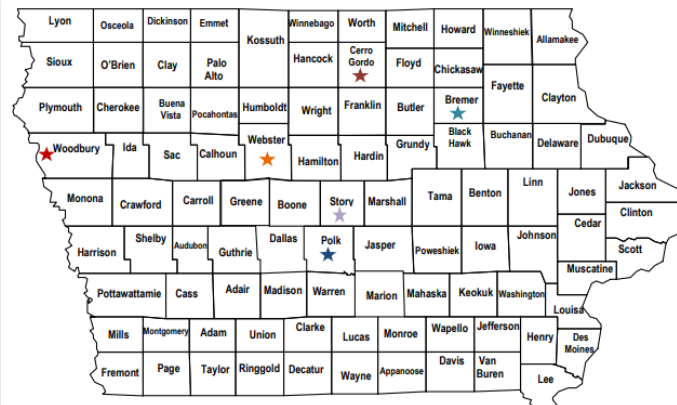


	Crisis Stabilization Residential Services Provider	Location	Contact Information
★	Broadlawn Medical Center *	Des Moines/Polk County	515-282-8125
★	Community Health Center of Southern Iowa	Osceola/Clarke County	641-342-1742
★	First Resources	Fairfield/Jefferson County	641-472-7601
★	Hope Haven	Burlington/Des Moines County	319-209-2066
★	North Iowa Regional Services	Waterloo/Black Hawk County	319-291-2455
★	PAMHC-Turning Point	Sac City/Sac County	800-325-1192
★	Kingston Hill/Penn Center	Cedar Rapids/Linn County	319-294-5236
★	Chatham Oaks/Penn Center	Iowa City/Johnson County	319-887-2701
★	Siouxland MHC Crisis Stabilization	Sioux City/Woodbury County	712-560-7996
★	Southern Iowa Mental Health Center	Ottumwa/Wapello County	641-682-8772
★	Vera French CMHC	Davenport/Scott County	563-396-3017
★	Zion/Safe Harbor	Woodward/Dallas County	515-642-4125
★	Zion/Harbor Point	Clarinda/Page County	712-542-2388

*Not yet accredited

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Crisis Stabilization Residential Services - Child

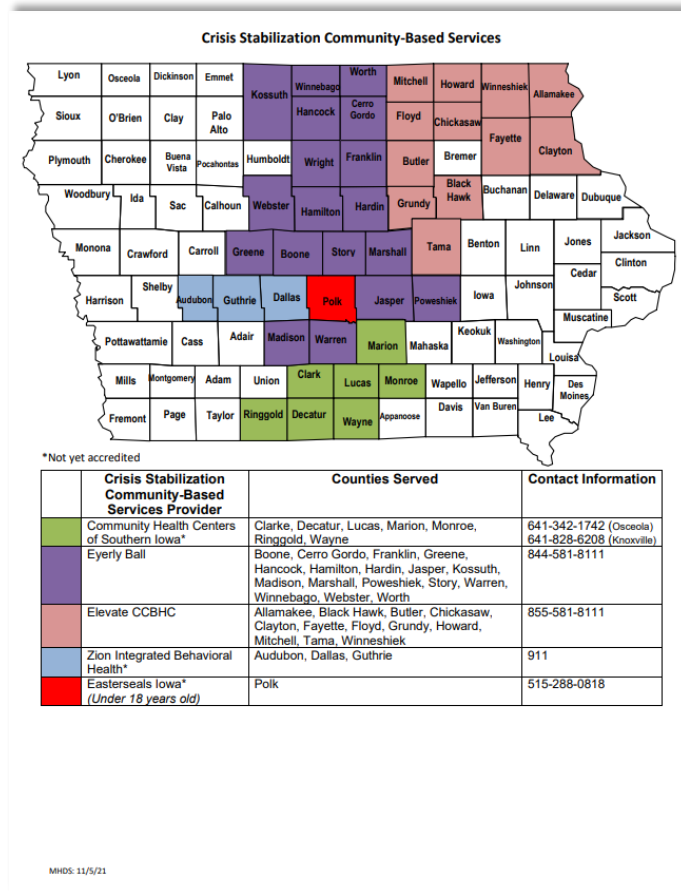


	Children's Crisis Stabilization Residential Services Provider	Location	Contact Information
★	Rosecrance Jackson Centers (Ages 11-18)	Sioux City/Woodbury County	800-472-9018
★	Youth Shelter Care of North Central Iowa, Inc. (Ages 12-18)	Fort Dodge/Webster County	515-955-4222
★	LSI Breewood *	Waverly/Bremner County	319-352-2630
★	YSS Francis Lauer * (Ages 12-18)	Mason City/Cerro Gordo	641-423-7362
★	YSS Rosedale * (Ages 12-18)	Ames/Story County	515-233-2330
★	Easterseals Iowa *	Des Moines/Polk County	515-288-0818

*Not yet accredited

MHDS: 11/15/21

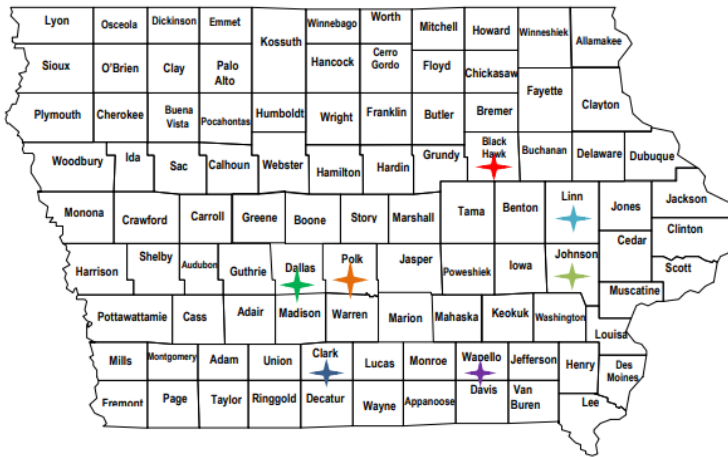
Crisis Services



- Crisis Stabilization Community Based Services
 - Short term interventions for individuals intended to stabilize them within the community (medication management, counseling, referrals, peer support)

Crisis Services

Access Centers



	Access Center	Location	Contact Information
★	Community Health Center of Southern Iowa	Osceola/Clarke County	641-342-1742
★	GuideLink Access Center	Iowa City/Johnson County	319-688-8000
★	North Iowa Regional Services	Waterloo/Black Hawk County	319-291-2455
★	Mental Health Access Center of Linn County	Cedar Rapids/Linn County	319-892-5612
★	Southern Iowa Mental Health Center	Ottumwa/Wapello County	641-682-8772
★	Polk County MHDS Access Center	Des Moines/Polk County	515-282-5742
★	Zion Integrated Behavioral Health/Safe Harbor	Woodward/Dallas County	515-642-4125

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- Access Centers
 - Serve adults experiencing a mental health or substance abuse crisis who do not need inpatient psychiatric hospital treatment. Provide immediate support and services.

Your Life Iowa – Iowa Department of Public Health

- Provide free, confidential support and connect with resources assist with resources as it may relate to alcohol, drugs, gambling, suicidal thoughts or mental health.

Call – 855-581-8111

Text – 855-895-8398

Chat

- [Homepage | Your Life Iowa](#)

Social Supports

- Health Home Core Service: Referral to Community and Social Support Services
- Non-Medical services that play a role in improving member's mental and physical health
- Resources to reduce barriers to assist members in achieving their highest level of function with independence



Social Supports

Informal/natural supports –

- Family
- Friends
- Faith
- Emotional support

Formal supports –

- Government programs,
- Housing
- Food assistance
- Employment and Educational programs
- Peer Networks
- Financial/legal supports,
- Transportation

Social Support Ideas



Non-Emergency Medical Transportation (NEMT)

- Transportation services for members with full Medicaid who need assistance with transportation or travel reimbursement for their medical appointments.
- Vendor for MCO/FFS transportation services = Access2Care



Housing – PATH Program

- **PATH = Projects for Assistance in Transition from Homelessness**
- PATH workers provide support for adults who are homeless and live with mental illness, substance abuse and trauma.
- Funded by a federal grant with Substance Abuse and Mental Health Administration (SAMSHA)

- PATH Services Include:
 - Outreach and Engagement
 - Hope and training in resiliency
 - Short term case management
 - Assistance with obtaining permanent/transitional housing or emergency shelter
 - Assistance with obtaining mental health and substance abuse treatment
 - Referrals for primary health care, job training, educational services etc.

Iowa Rent and Utility Assistance Program

- May provide eligible renters with help with rent and utility bills
- Iowa Finance Authority
- Housing Recovery Support Team – 515-378-8813



Rent Payments

Past Due Payments

Future Payments: Not available.



Utility Payments

Past Due Payments:

Electricity, gas, propane or fuel oil, water, sewer and/or trash removal.

Future Payments: Not available.



Up to 12 Months Combined Assistance

Eligible renters may apply for rent assistance only, utility assistance only or both.

Other Helpful Resources

- **Iowa Compass** — includes information on its website and database to connect people with complex health related needs and disabilities, to services and supports in their communities.

- **Iowa Dept on Aging** — Connects older Iowans to services provided by Iowa's six Area Agencies on Aging

Categories:

- **Assistive Technology Services:** help people find and use technology to solve problems.
- **Educational Supports:** help people find and do well in the right school or training.
- **Employment Services:** help people find, keep and move ahead in a job.
- **Facility-based Services:** give people supports and care at a location outside the home, such as a clinic or nursing home.
- **Financial Assistance:** help people find funding, such as grants, loans, and public insurance, to pay for supports and care.
- **Individual Supports:** help people get services that meet their specific needs.
- **Information/Helplines:** help people find services by phone or online.
- **In-home Services:** give people supports and care at home, not at an outside location, such as a clinic or nursing home.
- **Living Settings:** help people find options for places to live.
- **Networking:** give people the chance to connect with other people.
- **Recreation:** give people the chance to take part in leisure activities, such as sports and hobbies.
- **Transportation:** help people get from place to place, such as home to work.

- **Health And Nutrition**
- **Elder Justice & Adult Protective Services**
- **Senior Employment**
- **Disaster Resources**
- **Caregiver Services**
- **Senior Support Services**

Employment Resources

- Iowa Vocational Rehabilitation Services (IVRS)
 - Providing individualized support and services to Iowans with disabilities to achieve independence through employment

- Iowa Workforce Development (IWD)
 - State agency that works to provide employment services to individual job seekers. Also works with businesses to post jobs, hire employees etc.
 - Local IowaWORKS centers offer free help with resume building and interview preparations

Let's Chat

- Connect with your health home team
- Create a list of the following:
 - social supports you access in your community (formal & informal)
 - social supports you wish you had in your community
 - barriers you find when assisting members with accessing supports/services
- Community Support and Involvement
 - How do you advocate for your members in your community?
 - Do you participate in community groups to encourage in support for those supports?

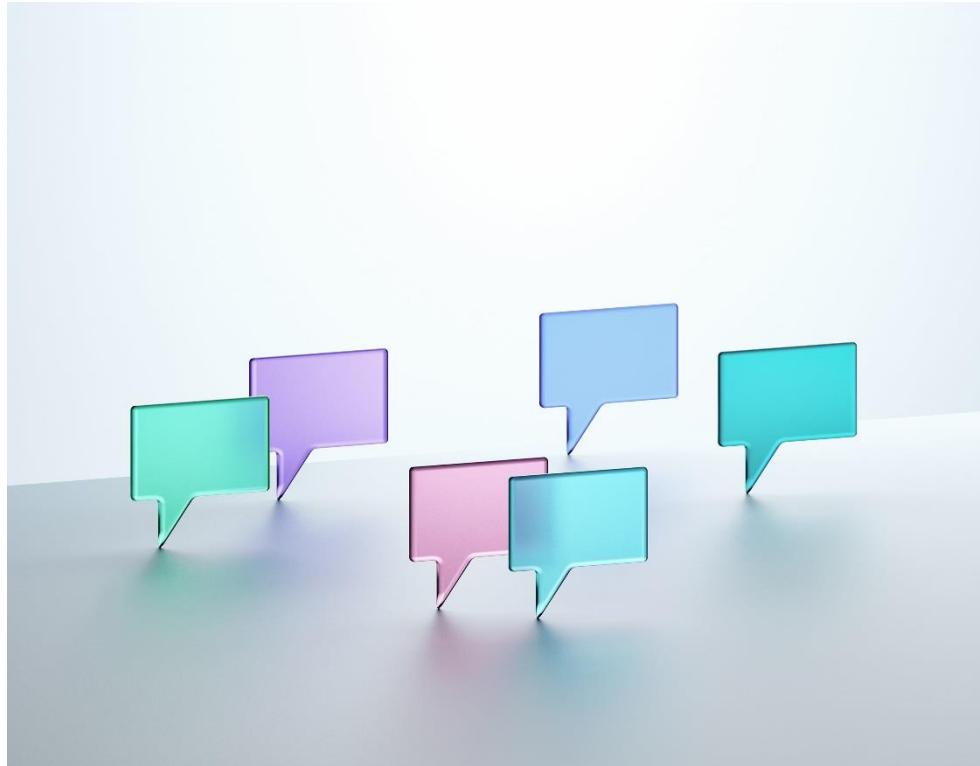


Let's Share

- Find another health home team to discuss with.
 - Share your lists with another health home
 - Ask questions!



Let's Come Together



Questions?

Thank you!

References/Resources

- [Psychiatric Medical Institutions for Children \(iowa.gov\)](#)
- [Habilitation Services | Iowa Department of Human Services](#)
- [Behavioral Health Intervention Services \(iowa.gov\)](#)
- [Assertive Community Treatment \(ACT\) | Iowa Department of Human Services](#)
- [Autism Support Program - Iowa Code](#)
- [Crisis Services Iowa DHS](#)
- [Comm. 503 Vision Roll Up \(iowa.gov\)](#)
- [Dental Wellness Plan - DHS](#)
- [Homepage | Your Life Iowa](#)
- [Non-Emergency Medical Transportation \(NEMT\) | Iowa Department of Human Services](#)
- [Iowa Compass](#)
- [Iowa Department on Aging | Supporting Aging Iowans \(iowaaging.gov\)](#)
- [Housing | Iowa Department of Human Services](#)
- [Iowa Vocational Rehabilitation Services | Iowa Vocational Rehabilitation Services](#)
- [Iowa Workforce Development | Serving Iowans](#)